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**CITY OF TERRE HAUTE HUMAN RELATIONS COMMISSION
PROCEDURES FOR HANDLING COMPLAINTS**

COMPLAINT

A complaint may be filed with the Terre Haute Human Relations Commission by residents of the City of Terre Haute claiming to be aggrieved by a discriminatory act or practice in violation of the Terre Haute City Ordinance No. 4, 1999. Persons may also file complaints who do not live in Terre Haute but who allege to be wronged by an act of discrimination occurring within the City. A complaint may be initiated or received by the Director at the Human Relations Commission Office, 506 Ohio Street, Suite 2, Terre Haute, Indiana, 47807. The Director will assist the Complainant in completing the required standard form. The complaint is initiated when the form is completed, signed, and given a claim number.

The Complaint shall set forth:

1. The full name and address of the Complainant,
2. The name and address of the Respondent,
3. The alleged discriminatory act(s) or practices(s) and a statement of the particulars
4. The date(s) of the alleged discriminatory act(s) or practices(s)
5. A statement as to any other action, instituted in any other forum, based upon the same act or practice that is alleged in the complaint, describing the status or disposition of each such action.

No complaint is within the jurisdiction of the Commission unless it is filed within ninety (90) days from the date of the occurrence of the alleged discrimination or from the date of the termination of a published and meaningful grievance procedure provided by a respondent.

COMPLAINANT WITHDRAWAL OF COMPLAINT

A complaint, or any part thereof, may be withdrawn by the complainant upon written notice to the Commission. The withdrawal is effective upon signing of the complaint closure form by the Director and Chairperson of the Commission. Notice of such withdrawal shall be given to all parties by certified mail upon receipt of the withdrawal by the Commission. If circumstances indicate, the Commission may delay closure of the complaint until the complainant gives written confirmation that the withdrawal was signed without duress or coercion.

COMMISSION ROLE IN THE INVESTIGATION OF A COMPLAINT

The Director interviews the complainant and screens the complaint to determine if the allegations fall within the jurisdiction of the Commission. If the allegations fail to meet the jurisdictional requirements, the Director may refer the party to the appropriate agency, if any, and prepare a written summary of allegations and any action taken.

If the complaining party's allegations meet the jurisdictional requirement, a complaint is signed by the Complainant. The Director assigns a claim number and a file for the claim.

The Director discusses with the Complainant the civil rights law pertaining to the complaint and discusses options for recourse. The Complainant is advised that the Director and the Commission are not acting as legal representative. The Complainant is advised that he/she may seek independent legal counsel at anytime. The Complainant is advised of the timelines for filing a complaint with the Indiana Civil Rights Commission, the EEOC, and HUD.

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The mission and the services, including the confines of service, of the Terre Haute Human Relations Commission are explained to the Complainant. A statement of the Commission procedures is made available to the Complainant.

The local mediation process is explained and offered to the Complainant.

If mediation is desired, the Agreement to Mediate form is signed by the Complainant.

The Director sends the Chairperson a copy of the complaint.

The Director notifies the Respondent of the charge and a statement of the Commission procedures is made available to the Respondent. If the Complainant has agreed to the mediation process, a copy of the Agreement to Mediate form is sent to the Respondent to be signed. The Respondent is given fourteen (14) days to reply to the Human Relations Commission with a response to the charge, including the agreement to mediate if this option is available. A copy of the Respondent reply is sent to the Chairperson.

The Director proceeds with handling the Complaint promptly and completely, with the option to discuss any part of the case with the Chairperson, the Commission, or the Commission Attorney.

If the parties reach a written settlement agreement through mediation or other recourse, a copy of the agreement or a copy of the memorandum of settlement will be given to the Commission and will become a part of the file which is public record.

If the parties have reached no agreement through mediation or other recourse within sixty (60) days of the date of the initial complaint, the Director submits a summary of activities to the Chairperson. The Chairperson must approve any extension required to complete work on the Complaint.

A written closure letter is prepared for the Complainant and the Respondent containing a brief summary of the Commission activities. The Director sends these letters to the parties by certified mail.